

Questions received for Project Number: RFP T2025-01

1. Is the contractor going to operate the Seneca Business, Seneca Express, and Seneca Residential routes as they previously operated?

No, the City of Seneca will offer shared ride demand response transportation services five days a week, operating from 6:20 am to 6:20 pm Monday through Friday.

2. Why is Clemson Area Transit not continuing to provide any of these services?

The City of Seneca is soliciting proposals from qualified contractors to provide operation and management services for its demand response transit service.

3. Does Seneca own any vehicles or equipment that will need to be operated?

No, the City of Seneca does not own any vehicles or equipment that will need to be operated.

The contractor shall furnish licensed and trained drivers in accordance with contractor requirements under its employ to cover all qualified transportation services to schedule and manage trips effectively; and manage and operate the system. The contractor shall create and retain performance/repair records for each City bus and allow the City access to that information. The contractor shall be responsible for all regular, routine, and required maintenance on all the contractor provided and/or City buses within the time recommended by the manufacturer. The contractor shall be financially responsible for all aforementioned maintenance and repairs. The contractor shall report any accidents/incidents involving City sponsored trips as soon as possible.

The contractor shall furnish all required fleet vehicles necessary for proper service operations, including sufficient fleet capacity to meet the needs of the City of Seneca. The contractor shall work with the City to identify any additional vehicle purchase needs for addition to the fleet as determined by ridership assessments. The City will work to obtain additional grant funding for capital vehicle purchases while the contractor will provide the required match to purchase the vehicles. The contractor shall utilize a combination of cars, vans, and smaller busses while providing ADA wheelchair accessible vehicles. After all FTA and SCDOT Useful Life requirements have been met, the City shall title ownership interest to the contractor.

4. How many continuous, weekday transit routes does Seneca want to be operated that are not part of the on-demand service. Please include hours of operation.

None, the City of Seneca will offer shared ride demand response transportation services five days a week, operating from 6:20 am to 6:20 pm Monday through Friday.

5. How many continuous, weekend transit routes does Seneca want to be operated that are not part of the on-demand service? Please include hours of operation.

None, the City of Seneca will offer shared ride demand response transportation services five days a week, operating from 6:20 am to 6:20 pm Monday through Friday.

6. Does Seneca have any historic data on ridership for transit routes or on-demand service?

Fiscal Year 2023-2024 Operating Statistics for pervious fixed routes.

Passenger Trips-Fixed Route/Deviated Fixed Route	81,019
Passenger Trips-Commuter Bus	0
Passenger Trips-Vanpool	0
Passenger Trips-Demand Response-Sponsored	0
Passenger Trips-Demand Response-Non-Sponsored	0
Passenger Trips-Medicaid/Title XIX	0

7. Does Seneca have a desired initial number of on-demand vehicles?

The City of Seneca does not have an initial expectation regarding the number of vehicles required as this is a new service that will be offered. However, the contractor shall furnish all required fleet vehicles necessary for proper service operations, including sufficient fleet capacity to meet the needs of the City of Seneca. The contractor shall work with the City to identify any additional vehicle purchase needs for addition to the fleet as determined by ridership assessments.

8. Does the contractor retain the full amount of the \$5 copay?

Due to Federal Transit Administration (FTA) regulations, the \$5 co-pay will be credited to the City of Seneca, not the contractor.

This question has also been sent to the FTA and SCDOT for clarification; however, we have not yet received a response. If their response differs from the one we provided above, we will revise our published answer.

9. What facilities does Seneca/Seneca Transit Authority offer for operations?
 - a. Office Space
 - b. Vehicle Parking / Bus parking
 - c. Maintenance
 - d. Cleaning

The City of Seneca will not provide any office space, vehicle parking, bus parking, maintenance or cleaning for the contractor.

10. What is the desired vehicle quantity of each type to be provided by the contractor?
- Sedan
 - SUV
 - Van
 - Minibus
 - Wheelchair accessible vehicles

The City of Seneca does not have a specific number of each type of vehicle required as this is a new service being introduced. However, the Contractor shall utilize a combination of cars, vans, and smaller busses while providing ADA wheelchair-accessible vehicles.

11. Will Seneca maintain all websites associated with service publication?

No, it is the intent of this specification to secure a contract for professional transit operating and management services, which will provide all administration, labor, and technology necessary to conduct efficient and safe operations. The contractor will be responsible for the management and day-to-day operation of the City of Seneca's demand response transit service and for consultation and recommendations to the City on public transportation policy matters. The Contractor shall optimize cost effectiveness; increase ridership; provide superior customer service, financial stability, staff development, innovation, and provide on-time pick-ups and drop-offs. The contractor shall present a positive image of the fleet and system including cleanliness, safety, and passenger satisfaction.

12. What does Seneca currently do for marketing? Are there any ridership goals?

The City of Seneca does not have any ridership goals since this is a new service, and the initial demand is unknown.

The contractor shall optimize cost effectiveness; increase ridership; provide superior customer service, financial stability, staff development, innovation, and provide on-time pick-ups and drop-offs.

The contractor shall provide a description of plans and procedures to ensure quality and efficiency, and marketing to increase ridership.

- How many vehicles are expected to be operated for the city?

The City of Seneca does not have specific expectations regarding the number of vehicles, as this is a new service. However, the contractor shall furnish all required fleet vehicles necessary for proper service operations, including sufficient fleet capacity to meet the needs of the City of Seneca. The contractor shall work with the City to identify any additional vehicle purchase needs for addition to the fleet as determined by ridership assessments.

- Identify how many estimated trips there will be on a regular basis (daily/monthly/annually)

The City of Seneca does not have any ridership goals since this is a new service, and the initial demand is unknown. The City of Seneca will offer shared ride demand response transportation services five days a week, operating from 6:20 am to 6:20 pm Monday through Friday.

- With this being an on-demand oriented project, how will the city respond to passengers having to wait for pick-ups?
 - o After the service is launched, will the city be increasing/decreasing the size of the fleet/program based on ridership and potential wait times?

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It is the intent of this specification to secure a contract for professional transit operating and management services, which will provide all administration, labor, and technology necessary to conduct efficient and safe operations. The contractor will be responsible for the management and day-to-day operation of the City of Seneca's demand response transit service and for consultation and recommendations to the City on public transportation policy matters. The Contractor shall optimize cost effectiveness; increase ridership; provide superior customer service, financial stability, staff development, innovation, and provide on-time pick-ups and drop-offs. The Contractor shall present a positive image of the fleet and system including cleanliness, safety, and passenger satisfaction.

The Contractor shall furnish licensed and trained drivers in accordance with contractor requirements under its employ to cover all qualified transportation services to schedule and manage trips effectively; and manage and operate the system.

- Please define the amount of hours that will be required on an annual basis, so that all contractors are able to price this project against one another fairly.

The City of Seneca will offer shared ride demand response transportation services five days a week, operating from 6:20 am to 6:20 pm Monday through Friday.

- Can the RFP team please define "City of Seneca and surrounding areas"
 - o If possible, please provide a coverage area unit (square miles, zip codes available for trips, etc.)

The City of Seneca is seeking proposals for transit operating services within Oconee County, focusing primarily on the city limits of Seneca.

- In the event that the City cannot obtain grant funding for capital vehicle equipment, will the contractor be expected to provide their own vehicles?
 - o Can alternative pricing be provided in the case that a local match is not provided

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Respondents shall provide a fixed cost for the project identified in the scope of work. Cost shall be broken down to reflect the Contractor's administrative costs, operating costs, and capital costs for providing services to the City. Contractor shall be responsible for providing paratransit services and including that cost in the proposal. The contractor shall maintain drivers' insurance for the City's vehicles and all costs associated with such. The contractor shall notify the City of all incidents involving a City bus.

- Please identify all funding sources and amounts for this project.

The City of Seneca will be using 5311 funding as previously awarded and rider fares for this project.

- 6:20A to 6:20P (M-F) is 60 hours per week (per vehicle). Will this service be available on holidays? Will service run for all 52 weeks annually?

The City of Seneca intends for the service to be available 52 weeks a year with the exception if the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day.

1. It states on page 1, that the application may be submitted electronically, but does not give an email address and goes on to state how the envelope must be labeled. Are electronic submissions accepted?

Proposals may be submitted electronically to the Designated Representative: Heather Strother at hstrother@seneca.sc.us

2. The RFP says it must be submitted on the form herein, but there is no form. Is there a specific form for submission or should the submission just be in the format of the questions?

The following forms are in Project Request #: RFP T2025-01 and must be submitted:

- **Appendix A - Certification Regarding Debarment & Other Responsibility Matters**

- **Appendix B - PROPOSAL SUBMISSION FORM City of Seneca Project: RFP T2024-01**
- **Appendix C - PROPOSAL QUOTE FORM Project: RFP T2024-01 Transit Services**
- **Appendix D - THE FOLLOWING PAGES ARE REQUIRED FEDERAL AND STATE CERTIFICATIONS**

3. The RFP indicates both a Technical Proposal and a Business Proposal are required and should be bound as a single volume. Is there a specific way you want it to be bound?

The contents of your offer must be divided into *two* parts, the technical proposal and the business proposal. *Each* part should be bound in a single volume.

4. How many copies should be submitted if hard copies are required?

Hard copies are not required; however, if the proposal is submitted in person, please provide one hard copy and a digital version.

5. Under IX, Evaluation of Proposals, it says the Financial Proposal should be submitted in a separate, sealed envelope. This conflicts with the earlier request that the two sections be submitted as one bound copy. Can you clarify?

- **The contents of your offer must be divided into *two* parts, the technical proposal and the business proposal. *Each* part should be bound in a single volume.**
- **The Price/Cost Proposal shall be a separate, clearly labelled document or attachment and shall include information requested in Appendix C.**
- **Proposals will be evaluated using the following rubric. Respondents are required to submit the financial proposal in a separate sealed envelope. Financial proposals will be evaluated after the technical submissions have been evaluated and ranked.**

6. Should the attached Certs and Assurances be signed and submitted with the proposal or only submitted at a later date if awarded?

The contractor must sign and submit all certifications and assurances attached to this RFP.

- **Appendix A - Certification Regarding Debarment & Other Responsibility Matters**
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The contractor must be in compliance with all applicable state and federal regulations and requirements. These can be found in Appendix E.

